

Waiting times for PRM Customers - Measured against European Civil Aviation Conference (ECAC) standards

October 2019



Departures

Pre-Booked			Non-Pre-Booked		
Standard	Service Standard		Standard	Service Standard	
	No PRM	Percentage		No PRM	Percentage
10 minutes upon arrival at the airport. (At least 80%)	4513	85.09%	25 minutes upon arrival at the airport. (At least 80%)	1202	80.082%
20 minutes upon arrival at the airport. (At least 90%)	635	97.06%	35 minutes upon arrival at the airport. (At least 90%)	193	92.94%
30 minutes upon arrival at the airport. (At least 100%)	154	99.96%	45 minutes upon arrival at the airport. (At least 100%)	106	100.00%
More than 30 minutes upon arrival at the airport.	4	100%	More than 45 minutes upon arrival at the airport.	0	N/A
Total	5304		Total	1501	

Arrivals					
Pre-Booked			Non-Pre-Booked		
Standard	Service Standard		Standard	Service Standard	
	No PRM	Percentage		No PRM	Percentage
Within 5 minutes of “chocks”. (At least 80%)	5739	86.44%	Within 25 minutes of “chocks”. (At least 80%)	719	80.43%
Within 10 minutes of “chocks”. (At least 90%)	641	96.10%	Within 35 minutes of “chocks”. (At least 90%)	141	96.20%
Within 20 minutes of “chocks”. (At least 100%)	240	99.71%	Within 45 minutes of “chocks”. (At least 100%)	34	100.00%
More than 20 minutes of “chocks”.	19	100%	More than 45 minutes of “chocks”	0	N/A
Total	6639		Total	894	